

D-Support Coordination Assessment and Care Planning Certification Training

D-100 Overview

All assessors* must be trained and certified/re-certified by an OAAS trainer before he/she can complete assessments or Plans of Care (POCs) for any OAAS Medicaid-funded Home and Community-Based Services (HCBS) participant. Assessors must comply with all applicable requirements of the training and certification/re-certification process. No assessor is allowed to conduct assessments and POCs in OAAS Medicaid-funded Home and Community-Based Services (HCBS) unless they have completed the entire certification process and completed the re-certification process every three (3) years. New support coordinators (SCs) for waiver populations must have completed at least sixteen (16) hours of SC orientation with a SCA before starting this certification training.

OAAS will offer Assessment and Care Planning trainings on a regular basis (at least monthly) in one (1) or two (2) locations: North and/or South. The dates and locations of these trainings will be posted on the OAAS website at <http://new.dhh.louisiana.gov/index.cfm/page/463>.

NOTE: Training classes must contain a minimum of three (3) assessors and must not exceed seventeen (17) assessors.

*Assessors – include all individuals (e.g. support coordinators, supervisors, etc.) who complete, develop, review and/or approve the Minimum Data Set-Home Care (MDS-HC) assessment and/or the Plan of Care (POC).

NOTE: If assessor has any type of disability, he/she is responsible for informing the trainer before the training class, so OAAS can properly accommodate him/her.

Assessor supervisors will:

- Review the OAAS website for training schedule with dates and locations of training.
- Complete training registration form for attending MDS-HC and/or Care Planning training by:

- Filling out trainee and supervisor general information
- Checking appropriate box for type of training class needed
- Checking appropriate boxes for 1st choice of regional training location
- Checking box for the month they are wanting to attend training class and
- Answering questions regarding MDS-HC and Care Planning training history
- Send completed form via email to OAASMDS-HC&CPTRAINING@la.gov or fax it to (225) 219-0202.

OAAS designee will:

- Send confirmation of training enrollment (including location and schedule) to trainee(s) (If email is not available, confirmation will be faxed.)
- Email confirmation to both assessor supervisor and designated OAAS staff
- Email training announcement, which includes specific training information

D-200 Assessment

The Certification Process consists of the following components:

ASSESSMENT (MINIMUM DATA SET-HOME CARE/MDS-HC) TRAINING:

- Assessment Training Class – 2 days of classroom training.
- Field Assessments – within 5 working days following the classroom training.

Assessor must conduct/complete two (2) assessments on the following types of cases only:

- Initials
- Annuals

- Status changes and/or
- Follow-Ups
- Case Scenarios **(for new Support Coordination Agencies only)**
- Field Assessment Reviews – OAAS trainer(s) will review assessor's two (2) assessments within 3-5 working days of receipt of the field assessments.
- Assessment Review with OAAS Trainer(s) – within 2 working days after OAAS reviews the field assessments.

OAAS trainer(s) will schedule a minimum of a one (1) hour appointment with assessor at the OAAS office or by telephone to review/discuss his/her two (2) assessments.

- Assessment Test – 1 ½ hour limit for the test.

Assessor must successfully complete an online-test. Tests must be taken under the supervision of OAAS staff and can be taken at a designated nearby OAAS site. Passing score is 82.5%

NOTE: Assessor cannot proceed to the Care Planning Training until he/she has an approval MDS-HC and passes the Assessment Test.

D-300 Care Planning

- Care Planning Training Class – 2 days of classroom training
- Field Care Planning – within 5 working days following the classroom training

Assessor must conduct/complete two (2) Plans of Care (Preferably using the two (2) assessments that were reviewed by OAAS trainers during the Assessment Training).

- Field Care Planning Reviews – OAAS trainer(s) will review assessor's two (2) Plans of Care within 3-5 working days of receipt of the Plans of Care.

- Care Planning Review with OAAS Trainer(s) – within 2 working days after the OAAS reviews the Plans of Care.

OAAS trainers will schedule a minimum of a one (1) hour appointment with assessor at the OAAS office or by telephone to review/discuss his/her two (2) Plans of Care.

- Care Planning Test – 1 hour limit for the test

Assessor must successfully complete an online-test. Tests must be taken under the supervision of OAAS staff and can be taken at a designated nearby OAAS site. Passing score is 80%.

NOTE: Assessor will not receive the Certification Certificate until he/she completes an approval MDS-HC assessments, care plans and passes both tests.

D-350 Re-certification

The Re-certification Process consists of the following components:

Assessor must complete one (1) assessment and plan of care 30 days prior to training on the following types of cases only:

- Initials
 - Annuals
 - Status changes and/or
 - Follow-Ups
- 2 days of classroom training on MDS-HC Assessments and Care Planning.

Assessor must successfully complete an online-test. Tests must be taken under the supervision of OAAS staff and can be taken at a designated nearby OAAS site. Passing score is 82.5%

NOTE: Assessor will not receive the Re-certification Certificate until he/she passes test.

D-400 Certification Standards

Certification is met when assessor successfully completes the entire Assessment and Care Planning training processes, including passing the tests.

Assessor Certification will be valid for three (3) years from the date that he/she passed the final Care Planning test. At least 60 calendar days prior to the Certification/Re-certification expiration date, assessor must schedule a Re-recertification Training class with OAAS and begin the Re-certification Process.

NOTE: If it is determined that assessor is not conducting or completing assessments and/or care plans accurately, OAAS reserves the right to suspend the certificate.

Assessor must:

- Attend Assessment Training Class (2 days total) on the scheduled dates.

NOTE: Assessor must be on time for training class. Assessors arriving more than 15 minutes after scheduled start time for morning or afternoon session will not be allowed to complete the training. He/she must leave immediately and schedule another training class.

- Actively participate in the training class.

NOTE: If assessor is not participating, disruptive to the class, and/or any other issues occur, assessor will be asked to leave the training. OAAS Trainer will report this occurrence to his/her supervisor and OAAS SO designee.

After completing the Assessment Training Class, assessor must:

- Complete two (2) field assessments (initials, annuals, status changes or follow-ups) on participants who are linked to his/her agency within five (5) working days following the training class.

NOTE: If the new Support Coordination Agency (SCA) does not have any participants linked to his/her agency, the new assessor must complete

assessments on case scenarios. These cases will be provided by OAAS trainer.

- Input the (2) two completed assessments into the assessment database by the designated date assigned by the OAAS trainer.

NOTE: New SCAs must contact the OAAS trainer to input these two (2) assessments into the database.

- Notify the OAAS trainer of the final completions of the two (2) assessments, as well as, the names and dates of birth of the two (2) participants.
- Meet with the OAAS trainer to give feedback regarding the assessments. This meeting may be in person at the OAAS office or by telephone.

NOTE: Assessor's supervisor can be a spectator for the feedback meeting (i.e. listen on the phone or attend the face-to-face meeting).

If the assessment(s) are incorrect, assessor is responsible for sending corrections to the OAAS trainer by the next working day. The OAAS trainer will be responsible for corrections to be entered.

The test is scheduled once the assessment is approved by the trainer. If the trainer does not receive an approvable assessment in a responsible time, trainer will discuss with OAAS SO.

The trainer gives assessors 24 hours after approval to schedule the test in their designated region.

- Schedule with designated nearby OAAS site for testing within designated days.
- Not bring any outside materials (e.g. purses, phones, binders, MDS-HC manual, etc.) when taking the test.
- Make sure that he/she completes the test on-line and hits the "submit" button, then "finish" button after taking the test.

NOTE: Assessor will have a total of one hour and thirty minutes (1 ½) hours to complete the test. OAAS will provide a blank Assessment form, pencil, and a blank piece of paper to assessor while taking the test.

Assessor will have three (3) attempts to pass the Assessment test. If assessor does NOT pass the test, he/she must wait at least 24 hours before taking the test again. If he/she fails the test three (3) times, he/she must start the Certification Process over by attending the next available Assessment Training class within forty-five (45) calendar days of failing the 3rd test. After he/she completes the entire Assessment Training process, he/she will have a fourth (4th) and final attempt to take and pass the test.

If assessor fails the Assessment test a fourth (4th) time, he/she cannot conduct Assessments or Plans of Care. Assessor will be allowed to participate in the Certification Process after a period of three (3) years from the date that he/she failed a fourth (4th) test.

NOTE: If the assessor fails, then the SCA must have a certified assessor complete the assessments that were previously conducted by the trainee.

After completion of the Assessment training and passing the Assessment test, the assessor must:

- Attend Care Plan Training Class (2 days total) on the scheduled dates.

NOTE: Assessor must be on time for training class. If assessor arrives more than 15 minutes after scheduled start time for morning OR afternoon session, he/she will not be allowed to complete the training.

- Actively participate in the training class.

NOTE: If assessor is not participating, disruptive to the class, and/or any other issues occur, assessor will be asked to leave the training. OAAS Trainer will report this occurrence to his/her supervisor and OAAS SO designee.

After completing the Care Plan Training Class, assessor must:

- Complete two (2) field Plans of Care (POC) (preferably using the two (2) assessments that were previously reviewed by OAAS trainers during the Assessment Training process). These Plans of Care must be completed within five (5) working days following the training class.

NOTE: If the new Support Coordination Agency (SCA) does not have any participants linked to his/her agency, assessor must complete POC on case scenarios. These cases will be provided by OAAS trainer.

- Submit the (2) two POCs to OAAS trainer at least two (2) working days prior to the scheduled review with the OAAS trainer.
- Meet with the OAAS trainer to give feedback regarding the POCs. This meeting may be in person at the OAAS office or by telephone.

NOTE: Assessor's supervisor can be a spectator for the feedback meeting (i.e. listen on the phone or attend the face-to-face meeting).

If the POCs need corrections, assessor is responsible for making changes by the next working day after feedback from the OAAS trainer and submitting to OAAS trainer.

The test is scheduled once the POCs are approved by the trainer. If the trainer does not receive approvable POCs in a responsible time, trainer will discuss with OAAS SO.

The trainer gives assessors 24 hours after approval to schedule the test in their designated region.

- Schedule with designated nearby OAAS site for testing within designated days.
- Not bring any outside materials (e.g. purses, phones, binders, MDS-HC manual, etc.) when taking the test.
- Make sure that he/she completes the test on-line and hits the "submit" button, then "finish" button after taking the test.

NOTE: Assessor will have a total of one (1) hour to complete the test. OAAS will provide a blank Assessment form, pencil, and a blank piece of paper to assessor while taking the test.

Assessor will have three (3) attempts to pass the Care Planning test. If assessor does NOT pass the test, assessor must wait at least 24 hours before taking the test again. If he/she fails the test three (3) times, he/she must start the Care Planning section of the Certification Process over by attending the next available Care Planning Training class within thirty (30) calendar days of failing the 3rd test. After he/she completes the entire

Care Planning Training process, he/she will have a fourth (4th) and final attempt to take and pass the test.

If assessor fails the Care Planning test for a fourth (4th) time, he/she cannot conduct Assessments or POCs. Assessor will be allowed to participate in the Certification Process after a period of three (3) years from the date that he/she failed a fourth (4th) test.

NOTE: If Assessor fails, then the SCA must have a certified assessor complete the POCs that were previously completed by the trainee.

After assessor successfully passes both tests, the OAAS trainer will issue a “Certificate of Completion” to assessor and SCA.

NOTE: The date of the certification will be the date that assessor passes the Care Planning test.

D-500 Provisional Standards (For New Support Coordination Agencies Only)

Assessors of new Support Coordination Agencies (SCAs) that successfully complete both trainings and pass both tests will be issued a “Provisional Certificate of Approval”.

This provisional certificate will be valid for six (6) months from the date that he/she passed the final Care Planning test. Once the SCA receives linkages, assessor(s) who received the Provisional Certificate must complete the following on current waiver linkages/participants:

Field Assessments – Assessor must conduct/complete two (2) assessments within five (5) working days of linkage of new participant and submit to OAAS trainer. Below are the following types of assessment cases only:

- Initials
- Annual
- Status changes and/or
- Follow-Ups

Assessment Reviews – OAAS trainer(s) will review assessor's two (2) assessments within five (5) working days of receipt of the assessments.

OAAS trainer(s) will schedule a minimum of a one (1) hour appointment with assessor at the OAAS office or by telephone to review/discuss his/her two (2) assessments.

Assessment Review with OAAS Trainer(s) – within 2 working days after OAAS reviews the field assessments.

Assessor will:

- Input the (2) two completed assessment into the assessment database at least 24 hours prior to the scheduled review with the OAAS trainer.

NOTE: If assessor is unable to input the assessments into the database, contact the OAAS trainer to input into the database.

- Notify the OAAS trainer of the final completions of the two (2) assessments, as well as, the names and dates of birth of the two (2) participants.
- Meet with the OAAS trainer to give feedback regarding the assessments. This meeting may be in person at the OAAS office or by telephone.

NOTE: Assessor's supervisor can be a spectator for the feedback meeting (i.e. listen on the phone or attend the face-to-face meeting). If the assessment(s) are incorrect, assessor is responsible for making changes by the next working day after receiving feedback from the OAAS trainer and send corrections back to the OAAS trainer.

- Complete two (2) field POCs using the two (2) assessments that were previously reviewed by OAAS trainers. These Plans of Care (POCs) must be completed within five (5) working days following the assessment review.
- Submit the two (2) POCs to OAAS trainer at least two (2) working days prior to the scheduled review with the OAAS trainer.
- Care Planning Reviews – OAAS trainer(s) will review assessor's two (2) POCs within three (3) working days of receipt of the POCs.

- OAAS trainer(s) will schedule a minimum of a one (1) hour appointment with assessor at the OAAS office or by telephone to review/discuss his/her two (2) POCs.
- Care Planning Review with Trainer - Meet with the OAAS trainer within 2 working days after the OAAS reviews the POCs to give feedback regarding the POCs. This meeting may be in person at the OAAS office or by telephone.

NOTE: Assessor's supervisor can be a spectator for the feedback meeting (i.e. listen on the phone or attend the face-to-face meeting).

If the POCs need corrections, assessor is responsible for making changes within 24 hours after feedback from the OAAS trainer and submitting to OAAS trainer.

After assessor completes the assessment and care planning reviews with the OAAS trainer, assessor will be issued a "Certificate of Completion". The effective date on the certificate will be the day that the OAAS trainer reviewed and approved the final POC with assessor.

OAAS trainer will:

- Notify the Regional Manager/Supervisor and appropriate OAAS SO staff of certification completion.

If assessor does not complete the above mentioned process (Provisional Standards) within six (6) months, assessor must begin the Certification Training again by attending the Assessment Training class and completing two (2) field assessments on current linkages/participants. Assessor(s) must continue with the Assessment Training Certification Process as identified above.

After he/she passes the Assessment test, he/she must attend the Care Planning Training class and complete two (2) Plans of Care (POCs) on current linkages/participants. Assessor(s) must continue with the Care Planning Certification Process as identified above. After he/she passes the Care Planning test, he/she will receive "Official Certification of Completion" which will be valid for three (3) years from the date that he/she passed the final test, unless otherwise determined by OAAS.

NOTE: For all SCAs that do not maintain the required certified assessors, the SCA's name will be removed from Freedom of Choice (FOC) lists and

participants may be offered FOC of another SCA. SCAs will not be added back to FOC until required staff has been certified.

D-600 Re-certification Standards

Re-certification is met when assessor successfully completes the entire Re-certification Training process, including passing the test.

Assessor Re-certification will be valid for three (3) years from the date that he/she passed the final re-certification test. At least sixty (60) calendar days prior to the Re-certification expiration date, assessor must schedule a Re-certification Training class with OAAS and begin the Re-certification process.

Assessor must:

- Complete one (1) assessment and one (1) POC within 30 working days prior to attending the training class.
- Bring the following to the training class:
 - four (4) copies of the completed assessment, including the notebook entry(ies);
 - triggered CAP concerns printout; and
 - POC

NOTE: All documents must be HIPAA compliant. Must delete all names and social security numbers off of all four (4) copies.

- Attend Re-certification Training Class (2 days total) on the scheduled dates.

NOTE: Assessor must be on time for training class. Assessor arriving more than 15 minutes after scheduled start time for morning or afternoon session will not be allowed to complete the training. Assessor must leave immediately and schedule another training class.

- Actively participate in the training class.

NOTE: If assessor is not participating, disruptive to the class, and/or any other issues occur, assessor will be asked to leave the training. OAAS Trainer will report this occurrence to his/her supervisor and OAAS SO designee.

After completing the Re-certification Training Class, assessor must:

- Schedule with designated nearby OAAS site for re-certification test within 30 calendar days.
- Not bring any outside materials (e.g. purses, phones, binders, MDS-HC manual, etc.) when taking the test.
- Make sure that he/she completes the test on-line and hits the “submit” button, then “finish” button after taking the test.

NOTE: Assessor will have a total of one hour and thirty minutes (1½) to complete the test. OAAS will provide a blank Assessment form, pencil, and a blank piece of paper to assessor while taking the test.

Assessor will have three (3) attempts to pass the Re-certification Test. If assessor does NOT pass the test, assessor must wait at least 24 hours before taking the test again. If he/she fails the test three (3) times, he/she must start the Re-certification Training process over by attending the next available Re-certification Training class within thirty (30) calendar days of failing the 3rd test. After he/she completes the entire Re-certification Training process, he/she will have a fourth (4th) and final attempt to take and pass the test.

If assessor fails the re-certification test for the fourth (4th) time, he/she cannot conduct Assessments or POCs. Assessor will be allowed to participate in the Certification Process after a period of three (3) years from the date that he/she failed the fourth (4th) test.

After assessor successfully passes Re-certification test, the OAAS trainer will issue a “Re-certificate of Completion” to assessor and SCA.

NOTE: The date of the re-certification will be the date that assessor passes the re-certification test.